

# CSA TODAY

A NEWSLETTER OF THE OFFICE OF CHILDREN'S SERVICES

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## Director's Blog

*Scott Reiner, Executive Director*

As the heat of the summer months sets in, things are really heating up here at OCS. Many changes coincide with the start of the new fiscal year on July 1. These include:

- Implementation of the Family First Prevention Services Act (Family First) brings the opportunity to utilize federal and state matching funds to provide three effective, evidence-based services to youth and their families where there is a risk of entering foster care. Family First also brings changes to the use of, and funding for, congregate care placements for youth in foster care. These exciting changes are accompanied by extensive collaboration and cross-agency planning with CSA partners at VDSS, DMAS (Medicaid), the Department of Behavioral Health and Developmental Services, and the Department of Juvenile Justice. Of particular importance is the requirement that youth for whom one of the evidence-based services are sought require a multidisciplinary case process, whether through FAPT or an approved alternate team. OCS has developed several guidance documents on the implementation of Family First prevention services and the changes in congregate care. If these issues are important to you and if you haven't yet done so, please carefully review these guidance documents.
- Expansion of CSA eligibility for up to 12 months of transitional services in the public schools for students with disabilities who have previously been in a private special education setting for at least the past six months. This expansion and several other changes regarding CSA and special education are intended to improve outcomes for these students and hopefully support their reintegration into the public school settings. These transitional services are addressed in OCS Administrative Memo #21-90.
- Following a recommendation from JLARC, we are in the process of collecting information from all local CSA programs regarding the budgetary requirements (including the state administrative funding) needed to operate those programs. Once that information is compiled, we will determine if there are recommendations to increase state support.
- We are ramping up to address the requirements of HB2212, also emerging from the JLARC report. This bill directs OCS to develop a methodology for utilizing various data sources to identify "underperforming" local CSA programs provide assistance, and require those programs to submit corrective action plans to both OCS and the State Executive Council. Recruiting for a newly funded position to head up these efforts has just opened.



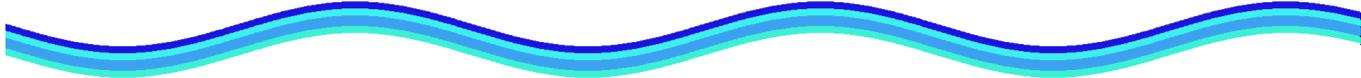
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## Director's Blog (continued)

- Two revisions/updates to SEC policy were approved to begin the public comment process at the June meeting of the SEC. These were SEC Policy 3.2 (FAPT and Alternate Multidisciplinary Teams) and SEC Policy 3.3 (Family Engagement). The Policy Review workgroup convened to address the SEC Strategic Plan developed these revisions. The initial public comment period for these two policies runs through July 16. Comments are accepted through several mechanisms, including the Policy Public Comments Forum on the CSA website.
- Several other new publications and reports are coming from OCS and you can read about them elsewhere in this newsletter. These include the results from the 2021 CSA Service Gap Survey.

I am excited about the end of the COVID-19 state of emergency and the return to opportunities to meet people “in the flesh.” I hope you have taken the opportunity to get vaccinated and that this summer is quite a different one from the last.



## In-Home Services & Family First Implementation

As of July 1, 2021, the implementation of the new VDSS foster care prevention practice model, referred to as “In-Home Services,” is underway. In-Home services focus on:

- Family engagement
- Continuous assessment of safety, risk, and protective factors
- Identification of individual needs
- Establishing and monitoring service plans and progress within families

As a part of this practice model, the Family First Prevention Services Act (also known as “Family First”) allows access to a new funding stream through Title IV-E for the provision of evidence-based services to prevent foster care placement. The alignment of In-Home practices and Family First promotes children remaining with families, promotes evidence-based service delivery, and supports caregivers when out-of-home placement is necessary.

These evidence-based services include:

- *Multisystemic Therapy (MST)*
- *Functional Family Therapy (FFT)*
- *Parent-Child Interaction Therapy (PCIT)*

These services are well-supported and have shown to be effective in helping children and family meet their treatment goals.

***Check out the available training and resources in the “Resource Round-up” later in the newsletter!***

## *Have you heard?* New Password Requirements for CANVaS 2.0

*Carol Wilson, Program Consultant*



If you are a CANVaS user, the next time you log into CANVaS, you may notice a change or two in how passwords are managed. The CANVaS software has been modified to include new security enhancements.

These changes include:

- Use of a minimum of **8** characters including lower and uppercase letters, numbers, and special characters (!\$#&+).
- All four of the above types (lower and uppercase letters, numbers, and special characters) must be used when creating the password.
- Passwords will be reset every **42** days, as compared to the current **90** days.
- Passwords will be inactivated if an account is not accessed for **90** days.

If your account is inactivated due to expiration of your password, you will be prompted to click on a reactivation link on the home page. An automated email will be sent to the email address on your CANVaS account with instructions on how to reset the password. *(You may want to check your email address on the site to be sure it is correct.)* You will be prompted to update your secret question/answer and check the box that you accept the terms of the User Agreement. *Just a reminder...I know it's difficult to make yourself read a site user agreement. But it's important that you understand your responsibilities regarding the use of CANVaS. And it's a short read, so it won't take much time.*

If an account is inactive for **365** days, the reactivation link will no longer be available. To regain access, a user must complete the [Request to Create or Reactivate a CANVaS Case Manager Account](#) form and submit it to their Local Administrator. If the reason for inactivation is solely due to the password expiration, the CANVaS Help Desk may also reactivate the account.



Lastly, users will be locked out after three unsuccessful log in attempts. The lock out period is 30 minutes. Users may contact an Administrator (Local Administrator, CANVaS Help Desk,) to unlock the account if needed within the 30 minute timeframe. An email will be sent to the user when unlocked.

These changes will be implemented on a rolling basis, so you will be prompted to change your password **42** days after the last time your password was changed. For example, today is May **5<sup>th</sup>**. Heather changed her password on March **5<sup>th</sup>**, but has not logged into CANVaS since then. She will be prompted to reset her password upon log-in, since it has been more than **42** days. But if Paul changed his password on April **30<sup>th</sup>**, he will not be prompted to change his password until he logs in on or after June **11<sup>th</sup>**.

If you need assistance, the CANVaS Help Desk may be reached at 1-877-727-8329 or [canvas@rcrtechnology.com](mailto:canvas@rcrtechnology.com) from 8:00 a.m. to 5:00 p.m., Monday thru Friday (excluding holidays).

## Program Quality Improvement: External and Independent Audit Reports

Auditor's Corner

*Submitted by: D. Brent Barcomb, Program Auditor*

Audit reports provide relevant, useful information that can serve as an element of the Community Policy and Management Team's (CPMT) overall quality improvement strategy to ensure program compliance. In addition to CSA program audits, other external and independent audit/review entities may conduct audits and/or reviews of local government activities that are directly affiliated with CSA. The three most common reports issued by such entities, with implications for compliance findings applicable to the Children's Services Act (CSA), are:

- (1) Comprehensive Annual Financial Reports (CAFRs). Required by law, this report is prepared by the local government who contracts with an external and independent company to audit the report. Specifically as it relates to CSA, Code of Virginia (COV) [§ 2.2-5204](#) states, "The county or city that comprises a single team and the county or city whose designated official serves as the fiscal agent for the team in the case of joint teams shall annually audit the total revenues of the team and its programs." The auditor's report includes a section on compliance that includes CSA. The CPMT must ensure appropriate action is taken to address any audit findings that specifically relate to CSA. Examples of reported findings include: (1) non-compliance with the requirements for completing the Statement of Economic Interest Forms and (2) expenditures significantly exceeding budgeted appropriations for CSA. The CPMT should follow-up and take action where needed to ensure compliance by all applicable members of the CPMT and/or Family Assessment and Planning Team as it pertains to timely submission and retention of Statement of Economic Interest Forms. The latter example suggests that supplemental requests for funding may not have been properly recorded in local government financial reports. Comparing municipal general ledger reports with expenditure/allocation reports available on the CSA website may help ensure the status of supplemental funding requests are accurately reflected in the local government's financial statements.
- (2) Quality Assurance and Accountability (QAA) Title IV-E Review Reports. The Virginia Department of Social Services (VDSS) conducts these reviews. While title IV-E provides funding for foster care maintenance expenses, CSA funds all other services for title IV-E eligible children. CSA also funds maintenance expenses where access to title IV-E funds is denied, under the appropriate conditions. Examples of reported findings include: (1) a client that was initially determined ineligible for title IV-E funding is later determined to be eligible to access those funds and (2) placement of a youth with provider that does not meet licensure criteria. In the first example, the CPMT should ensure CSA recovers costs initially paid by CSA for clients later determined eligible to access title IV-E funding during the same period. In the second example, the CPMT should ensure that expenditures determined unallowable by title IV-E reviewers are not arbitrarily shifted to CSA. Consistent with title IV-E requirements, CSA funds should not fund placements where the provider is not properly licensed.
- (3) Audit reports issued by the local government's internal audit department, where they may exist. Local government internal audit department findings are the least common source of CSA related audit findings. This is because many Virginia cities and counties do not have an internal audit department. Where present, the CPMT should coordinate with the head of the internal audit department to ensure that the CPMT is included on the distribution list for any audit reports that include findings that may require management response and/or action that extends to CSA. The CPMT should then take action to remediate reported deficiencies appropriately and timely.

Audit reports are generally accessible via the local government's public website, except the QAA Title IV-E Review. Where not publicly available, CPMTs should identify and coordinate with the appropriate parties regarding timely sharing of: (1) final reports, (2) management responses communicated to the audit entity, and (3) corrective action plans. Upon review by OCS staff, the CPMT may be contacted and asked to provide relevant information needed to evaluate CPMT awareness and response to reported deficiencies as part of an overall assessment of CPMT governance and oversight.

If you found this article useful and would like to more discussion on this topic, please contact any of the Program Audit staff. Contact information is available on the CSA website (<https://www.csa.virginia.gov>). Also, be sure to check the OCS newsletter, "CSA Today," for future articles.

## The Virginia Family Network and Youth MOVE Virginia: Resources for Connection

By Anna Antell, LCSW



When promoting best practices in Service Planning, we stress the importance of both formal and informal supports for youth and families. Services funded by CSA serve a valuable role in meeting needs **AND** if we want the youth and families we serve to truly sustain the progress made, we need to connect them to community supports as well. We know this isn't an easy task. One barrier we hear is that families and youth served by CSA often report feeling isolated. This can be the result of stigma, of shame, or due to the intensity of their family's needs. And we know that connection with others who have "walked the walk" is healing and transformative. The Virginia Family Network and Youth MOVE Virginia can help meet this need.

Housed in NAMI VA, the Virginia Family Network (VFN) intends to "create a statewide network of families who support, educate, and empower other families with children and youth with mental health needs, while also promoting family-driven and youth-guided policy throughout the child-serving systems." The VFN offers free training, opportunities for advocacy, as well as peer support groups for parents and caregivers across the Commonwealth. Perhaps most importantly, the VFN provides caregivers the opportunity to connect with others who have/are navigating the child-serving system. More information can be found on their web site at <https://namivirginia.org/virginia-family-network/> or by emailing Mary Beth at [mwalsh@namivirginia.org](mailto:mwalsh@namivirginia.org).

Youth MOVE Virginia (YMV) is also housed in NAMI and is the Statewide YMV Chapter. YMV "is a platform for young people to share their stories and inspire others." In addition to the mental health community, "YMV is open to youth and young adults who have experience in child welfare, education, juvenile justice systems." YMV offers peer support groups, opportunities for advocacy, and leadership training. For more information, please click here for the [Youth Move Program Flyer](#) or email Sophie Fontaine at [sfontaine@namivirginia.org](mailto:sfontaine@namivirginia.org).

## CSA Year-End & New Allocations



Kristy Wharton, Business and Finance Manager

Happy New Year! Welcome to Fiscal Year 2022!

As we close out FY 2021, I want to express my thanks and gratitude for the localities that submitted their May reimbursements by the requested June 15<sup>th</sup> deadline. It was wonderful meeting and chatting with each of you regarding your local needs and assisting you with questions or approving supplements. OCS is truly fortunate to have such caring and dedicated partners working to improve the lives of children across the Commonwealth.

The end of FY 2021 means new allocations. These new allocations have been published (via OCS Administrative Memo and on the website) and most localities will see an increase in their base allocation for FY 2022. In April, the General Assembly provided an additional \$557,800 of general funds for the state pool. The General Assembly left unchanged the Local Administrative Cost allocation of \$2,060,000. As we enter the new fiscal year, please submit your administrative plans for to secure your local reimbursement. Once we close out in June, the ability to receive this reimbursement is closed and several localities are not utilizing these funds to support their indirect CSA program costs.

Finally, I'd like to remind everyone of the September 30<sup>th</sup> deadline to complete the final year-end reimbursement for FY 2021 program year expenditures. This is not a flexible deadline. CSA will not reimburse the state share of expenses for FY 2021 after this date. After September 30<sup>th</sup>, the total cost of CSA eligible services will become the responsibility of the locality.

I wish everyone and safe and happy July 4<sup>th</sup>. Here's to a great FY 2022!

*Kristy*

**For more information on the FY 2021 Year-End Instructions and FY 2022 Allocations, check out the [CSA Administrative Memo #21-14](#).**

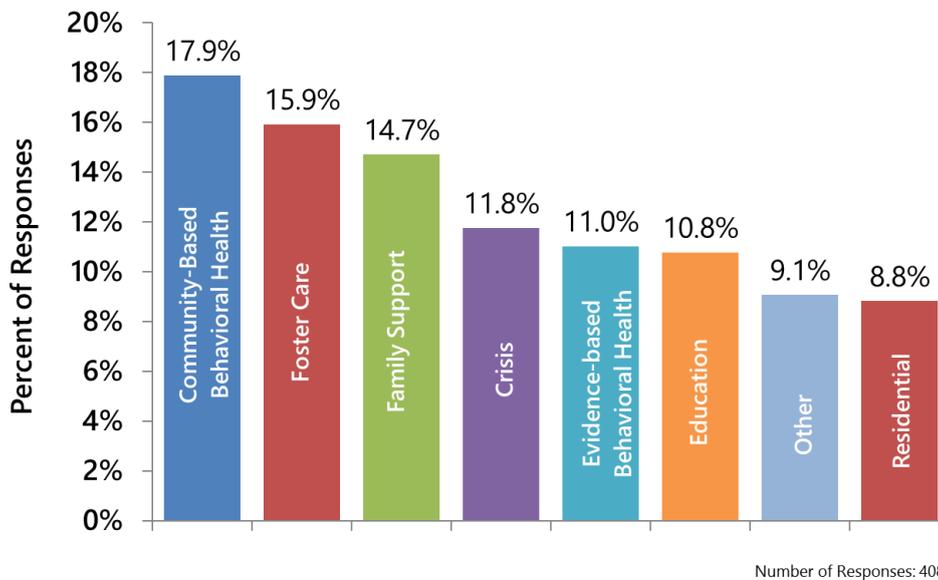
# CSA SERVICE GAP SURVEY

*Howard Sanderson, Senior Research Analyst*

In 2006, the Virginia General Assembly codified the requirement that CPMT's report annually to the OCS on the gaps in services and the barriers their community faces that hinder their ability to develop these services. Since that time, the OCS has administered the Service Gap Survey to collect the data needed to fulfill this requirement. Completed this past May, the FY 2021 Service Gap Survey had an 87% response rate, with 107 responses out of 123. A summary of the statewide and regional results was recently posted on the OCS website: [https://csa.virginia.gov/content/doc/FY\\_2021\\_CSA\\_Service\\_Gap\\_Survey.pdf](https://csa.virginia.gov/content/doc/FY_2021_CSA_Service_Gap_Survey.pdf). A brief discussion follows below.

Localities were first asked to identify the three to five most critical service gaps from a list of 33 individual services grouped into eight broader service groups. The chart below shows the percentage of localities that identified gaps within the various service groups. A considerably larger percentage of respondents identified service gaps in the Community-based Behavioral Health (17.9%), Foster Care (15.9%), and Family Support (14.7%) service groups than in the remaining service groups: Crisis (11.8%), Evidence-based Behavioral Health (11.0%), Education (10.8%), Other (9.1%), and Residential (8.8%).

## Gaps Grouped by Type of Service: Statewide



Localities further narrowed down each of their identified service gaps to specific age groups and populations. Overall, Youth with Multiple Mental Health Diagnoses (12.2%), Autism (10.8%), and Sex Offending/Sexually Reactive Behavior (10.8%) are the top three populations that are experiencing the identified service gaps. The top three age groups are High School Age (21.0%), Middle School Age (19.5%), and Elementary School Age (18.6%).

Lastly, respondents indicated the level of impact a number of barriers have had on their ability to develop services to close the gaps that they identified. The rating scale is from 1 to 5, with 1 being "Not At All" and 5 being "A Great Deal." The barriers listed from highest average rating to lowest are: Provider Availability (4.1), Other Barriers (4.0), Lack of Transportation (3.8), Lack of Funding (3.4), the Need for Collaboration and Consensus (2.4), and the Need More Information and Data (2.3). On a positive note, 81% percent of localities indicated that they had initiated actions over that past year to address their barriers.



## IT Updates

Preetha Agrawal, IT Director



**Your Local Government Reporting application password will need to be changed every 42 days, as per the new VITA IT security policy for sensitive systems.**

### Upcoming Password Requirement Changes

Duration:	User is required to change password at least every 42 days
Reuse:	Reuse of password is not allowed

### LEDRS File Update

Beginning Fiscal Year 2022, the LEDRS file layout is changing. Following is a list of changes:

1. An additional data element (Title IV-E Eligibility Flag) is added to the LEDRS file layout for both Title IV-E and CSA files
2. A new Mandate Type (MT) is added for capturing eligibility through the Kinship Guardianship Assistance program (to be implemented later this year)
3. Two new Expenditure Categories are added for capturing State & Federal Kinship Guardianship
4. A new Service Name is added for Special Education/Public School Transition Services
5. Accepting foster care maintenance payments until September 30, 2021 for children less than 22 years due to the federal extension of foster care benefits related to the pandemic
6. Additional LASER expenditure codes added for T4E LEDRS collection, per VDSS requirements
7. Addition of a title IV-E Adjustments mandatory data element column and changes to IV-E Expenses mandatory data elements in T4E LEDRS submission, per VDSS requirements
8. Mandatory submission of LEDRS Title IV-E file every quarter, per VDSS requirements

OCS will be making the required changes for the CBDRS application and the local software providers (e.g., Thomas Brothers, Harmony, locally developed systems) have been made aware of these new requirements.

All associated files can be found under Resource → Guidance → Funding & Finance section.

## ***Welcome Mary Bell OCS Program Consultant***

Our new Program Consultant, Mary Bell, joined the OCS team in May. Mary has over 15 years of experience within child welfare, to include Child Protective Services, Child Care, and the local CSA Program. For the last six years, Mary has served as the CSA Coordinator in Prince George County. Her dedication to youth and families has made her a strong advocate of family engagement within the CSA System of Care.

Mary has a Bachelor of Science degree in Psychology, and also holds a Master of Arts degree in Forensic Psychology. She has lived in Virginia for the last 12 years, happily married to her husband, Roy, Sr., and lovingly raising their three children, Kiara (21), Roy, III (9), and Aaron (6).



When not working, Mary enjoys spending time with her family and traveling. She volunteers within her community, as she is very passionate about helping others. Notably, Mary is a volunteer with the military organization, Fairways for Warriors, which focuses on healing the unseen wounds of military combat veterans, both active-duty and retired, and their families through the game of golf. She views her service to the military community as an honor and privilege for those who have “sacrificed so much for our freedom.”

Mary is excited in her new role and continuing service to CSA’s mission: “Empowering Communities to Serve Youth.”

# CONGRATULATIONS...

We would like to extend our best wishes to Donald Brent Barcomb, Program Auditor, as he started his retirement on July 1, 2021. Brent will be missed and we wish him lots of joyous time with his family!





## Resource Round-Up



### Virginia Public Service Recognition Week...

Every year in May, Virginia celebrates its workforce who embody the ideals of dedicating their time, talent, and energy to serving the Commonwealth in various capacities. OCS celebrates the efforts of those across the Commonwealth who take on the responsibilities of public service.



Did you hear the news? The 10<sup>th</sup> Annual Commonwealth of Virginia CSA Conference registration is now open! This year's conference will be held virtually. Head over to the conference website to secure your spot today!

<https://www.cpe.vt.edu/ocs/registration.html>



The [VDSS SUD Ally Training Hub](#) is live! Check out this unique resource for your training and resource needs!

There are several training and refresher opportunities available:  
In-Home Webinar Series ([Fusion](#) webpage)

Resources are also available through the VDSS In-Home broadcasts and CSA Administrative memos:

- [In-Home Support](#)
- [Family First of Virginia](#)
- [CSA Administrative Memo #21-08](#)
- [CSA Administrative Memo #21-10](#)
- [CSA Administrative Memo #21-11](#)

Check out the links below to locate a service provider in your area:

- [Multisystemic Therapy](#)
- [Functional Family Therapy](#)
- [Parent-Child Interaction Therapy](#)

**Want more of OCS?  
Check us out on our social  
media platforms for the  
latest updates and events!**



# TA Questions of the Quarter



## **Are Fostering Futures youth who have turned 21 still eligible to receive funding during the state of emergency order?**

Yes. According to the Consolidated Appropriations Act of 2021, youth who are turning 21 must not be discharged from foster care solely based on their age. These youth continue to be served until September 30, 2021. For most youth, Chafee funds (in place of CSA) or Title IV-E can be used to pay specified maintenance costs (i.e., basic maintenance, clothing allowance, payment for minor child of Fostering Futures youth). If a youth is undocumented, Chafee funds cannot be used for this purpose, and CSA funds may be used. Enhanced maintenance payments are not paid. Only those specified maintenance costs are included in this national legislation. Services to youth are not included.

See the [VDSS Broadcast](#) for more information.

## **Does CPMT need to resume in-person meetings after the state of emergency order is lifted?**

The provision to conduct virtual CPMT meetings were due to the public health crisis and the state of emergency declared by the Governor. The state of emergency order expired on June 30, 2021, so it is expected that meetings of the CPMT will resume in-person format, per the Virginia Freedom of Information Act. Consultation with local legal counsel is advised for further guidance.

See the <https://law.lis.virginia.gov/vacode/title2.2/chapter37/section2.2-3708.2/> for more information.



### **Got Questions?**

Get answers by using the OCS Technical Assistance Help Desk. OCS staff will receive your questions immediately and will respond quickly, with the goal of same-day responses.

You can reach CSA staff by using the OCS Technical Assistance Help Desk on the CSA website or by clicking [here](#).

### **Would you like to be contributor to CSA Today?**

If you have information you would like to share with CSA colleagues around the state, please follow the guidelines for submission located [HERE...](#)

